



Your guide to income protection



Why income protection?

Income protection is a type of insurance that helps you financially when you can't work due to an illness or injury that leads to a loss of income.

It makes sure you still have money coming in when you're unable to earn your usual wages. It's especially important if you depend on your income to pay for things like your mortgage or rent, bills, and everyday essentials, or to support your family.

It can also help if you don't want to or can't rely on savings to get by, which you've probably built up to pay for something like a holiday.

Why might you need it?

If we lost our income due to an illness or injury, many of us would struggle to keep on top of our essential outgoings, such as:

- Mortgage or rent
- Groceries
- Utilities
- Car and travel costs

The average person in the UK has £16,067 in savings but 39% of people have £1,000 or less in savings¹.

Nearly a quarter of UK workers don't know what their sick pay is².

In the last three months of 2024, there was 2.7 million people not working due to long term sickness³.

¹ <https://www.finder.com/uk/savings-accounts/saving-statistics>. Accessed February 2025

² <https://iptf.co.uk/wp-content/uploads/2024/09/IPAW-Tuesday.pdf> Accessed February 2025

³ <https://www.statista.com/statistics/1388245/uk-sick-leave-figures/> Accessed February 2025



What would happen if you couldn't work?

If you can't work because you're ill or injured, you'll need time to recover. But you still need to support yourself and anyone who depends on you financially.

How would you continue to pay your bills and maintain your living standard if your income stopped?



The average monthly mortgage repayment on a house in the UK is currently £1,441¹

The average UK household spending (excluding mortgage/rent) is over £560 a week²

For the 2025/2026 tax year, Statutory Sick pay is £118.75 a week and payable for 28 weeks³

Things you should think about

- Do you get any sick pay from your employer? How much and for how long?
- If you had to rely on your savings if you couldn't work, how long would they last for?
- Would you want to use your savings to pay your bills instead of using it on things like holidays?
- If you became ill or injured and your income stopped, what would you want to happen?

You should always check what benefits or payments you're entitled to from your employer if you can't work due to illness or injury.

¹ <https://www.unbiased.co.uk/discover/mortgages-property/buying-a-home/what-is-the-average-monthly-mortgage-payment-in-the-uk#what-is-the-average-mortgage-payment-in-the-uk>

² <https://www.ons.gov.uk/peoplepopulationandcommunity/personalandhouseholdfinances/expenditure/bulletins/familyspendingintheuk/april2022tomarch2023>

³ <https://www.gov.uk/guidance/rates-and-thresholds-for-employers-2025-to-2026#statutory-sick-pay-ssp>

How does our income protection work?

There are a few things you need to choose

Your monthly benefit

Choose cover of up to 65% of the first £60,000 of your gross income, plus 45% of anything above this, subject to a maximum of £20,000 a month

How long you want to receive it for

Choose a claim period until the end of your policy or up to two years per claim

How long to wait for payments to start

Choose from 4, 8, 13, 26, 52 or 104 weeks. We call this your deferred period. Build your policy around any employer sick pay you get or how long you might be willing to rely on your savings for

If your monthly benefit stays the same or increases each year

Choose level cover or an increasing rate of a fixed 3% or 5% or, linked to the Retail Price Index

How long you want your policy to last

Up to a certain age or a specific number of years

Any optional benefits you need

Decide if you need any extra cover to meet more of your needs

Your adviser will be able to help decide what options are best for you and what you can afford.



How we support you when you need to claim

How we help as soon as possible

The sooner you tell us you're unable to work, the sooner we can start assessing your claim.

Where we can, we'll put you in touch with one of our specialist rehabilitation partners to help speed up your recovery. If you agree to the steps we recommend we'll suspend your premiums straight away. This can make a big difference if your usual income suddenly stops.

How we help if your income has changed when you need to claim

We look at your income when you make a claim which can affect whether we can pay your full monthly benefit. We know what you earn can vary, so we offer extra security through our maximum and minimum benefit guarantees. These are designed to protect against fluctuations in income you might have between starting your policy and needing to claim.

How we help you get back to work

It's not nice being off work, especially long term, so when you're ready to go back we'll still provide you with financial support.

If you're ready to go back to work but it's on reduced hours or a different job that doesn't pay as much, we'll continue to pay you a percentage of the income we were paying you immediately before you returned to work. See our terms and conditions for more detail on how we calculate the top up to your income we'll provide.

Also, if you go back to work and it turns out to be too soon and you need to go off sick again for the same or a connected reason within 12 months, we can start paying your claim again straight away (restrictions apply for limited payment term policies that pay out for up to two years per claim).

Please tell us as soon as possible if you think you need to make a claim so that we can start to gather all the medical and financial information we need.

If there are delays in receiving medical or financial evidence it can prevent us from being able to start paying your monthly benefit at the end of your deferred period. This is especially important for policies with short deferred periods.



Income Protection Enhanced

If you want more cover and benefits, our Income Protection Enhanced Cover can give you even more support. It has all the standard cover, plus:

Trauma Benefit

If a traumatic incident leaves you with one of seven life-changing conditions, we'll pay you £25,000.

It's designed to help cover additional costs you might incur after suffering a severe condition, such as home adaptations.

Hospital Stay Benefit

If you're in hospital for seven consecutive nights or more, we'll pay £150 per night for up to 90 nights. It's payable from the 7th night in hospital.

It's designed to cover expenses incurred by you or your family while you're in hospital, such as travel and parking.

Funeral Benefit

If you die, we'll give your family £10,000.

It's designed to contribute towards funeral costs.

Income Protection Enhanced must be added when your policy starts and can be removed at any point.



Other optional benefits

Zurich Accelerate

Zurich Accelerate provides access to experts from around the world to offer a package of medical care services for cancer, heart and neurological conditions.

It gives you fast access to consultations and diagnostics. It can also help you access the latest precision cancer medicine and cancer clinical trials; as well as treatment abroad at some of the leading hospitals in the world.

Zurich Accelerate has six individual services:



Virtual Consultant

Fast access to UK consultants once you've received a referral from your GP.



Precision Cancer Medicine

Understanding the genetic make-up of your cancer will help establish a more accurate prognosis.



Private Diagnostics Plus

Access to tests that might not be available through public healthcare.



Cancer Clinical Trial Support

Help accessing cancer clinical trials, as well as help navigating the application process.



Second Medical Opinion

Peace of mind that you have the correct diagnosis and treatment



Global Treatment Plus

Receive your treatment at some of the leading hospitals in the world, travel and accommodation covered.

Zurich Accelerate can be added when your policy starts or at any point during your policy, subject to availability and us agreeing to offer you the benefit based on your personal circumstances at the time. It can also be removed at any point.

Multi-Fracture Cover

Protect yourself from the cost of broken bones, dislocations, tears and ruptures.

Whether it's from a slip on an icy pavement or an accident at work, fracturing a bone or tearing a ligament is easily done. Most of these injuries have no long-term effects but for some people, they're the difference between working and not working.

Multi-Fracture Cover provides a financial cushion that allows you to concentrate on getting back on your feet.

We'll pay you a lump sum if you:

- Break a bone like your arm or leg
- Dislocate a joint, such as your shoulder or hip
- Rupture your achilles tendon
- Tear a cruciate ligament in your knee

You'll get £2,000, £4,000 or £6,000 depending on your injury. You could use this money to cover your bills if you can't work for a few weeks and your income stops.

You can make multiple claims in one year, whether that's from the same incident and you suffered two injuries, or whether totally separate. The maximum you can claim each year on your policy is £6,000.

There are some situations where our Multi-Fracture Cover won't pay out. To make sure it meets your needs, please speak to your adviser.

Multi-Fracture Cover must be added when your policy starts and can be removed at any point.